QA Audit W28

📆 **date of audit:** 7.07.2025

QA reviewed by: Ulf Borg

☎️ **date of interaction:** 7.07.2025 Conversation URL

query / topic:

Issue: The customer contacted Klarna regarding an order confirmation that they did not receive after placing an order.

Outcome: The agent explained that the merchant had not yet registered the items in stock, which is why the confirmation had not been sent. The customer was informed that it could take up to ten days to receive the order confirmation.

Positive notes:

Perfect to not overidentify - took just the right amount of ID points.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ❗ - Agent did not clearly communicate the next steps to the customer

🛠️Improvement Opportunities:
It is correct that the customer should contact the store and that we give the store up to ten days to capture the order. It would also have been good to inform that if the customer does not get help from the store within ten business days, she should call Klarna and then we can can escalate it to the 2nd line so that the order can be removed.

✅/❗ ***Audit passed or failed:***

Not Passed